

# User's Guide for UltiMax



## How to use UltiMax Service Unit with Safeplace Safes

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**Safe**place

The information found within this guide is subject to change without notice.

Safeplace holds no responsibility for any errors that may appear in this guide.

This guide is intended for UltiMax Service Unit ver. 1.0 or newer

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## Check this first!

**A SparKey is required for communication between the safe and the UltiMax Service Unit.**

(Refer to section 4 for more information)

**Using the UltiMax Service Unit requires some knowledge to its basic components.**

(Refer to section 1.2 for more information)

**The UltiMax Service Unit and Printer batteries must be sufficiently charged.**

(Refer to section 1.3 for more information)

**UltiMax Service Unit software must be installed.**

(Refer to section **Error! Reference source not found.** for more information)

**A valid License Code is required to install the UltiMax Service Unit SW.**

(Refer to section 2.1 for more information)

**A valid Password is required to log on to the UltiMax Service Unit SW.**

(Refer to section 3.1 for more information)

**Make sure the UltiMax Service Unit clock is correctly set.**

(Refer to section 7.1 for more information)

**If the guest has forgotten his/her code, the safe has been locked by accident, the safe is out of power etc; a Override Opening of the safe is required.**

(Refer to chapter 4.3 for more information)

**If the safe cannot be Override Opened, it must do a Code Reset procedure for open it.**

**Printing reports from the safe requires a printer and some preparations.**

(Refer to chapter 4.4 for more information)

# 1 Getting started

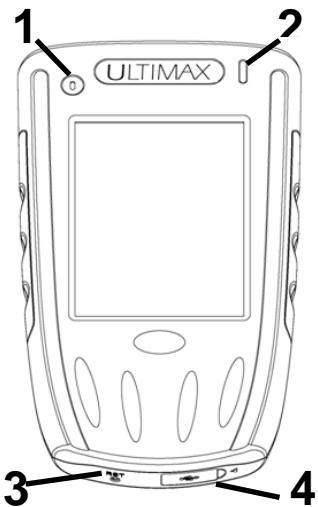
## 1.1 UltiMax Service Unit and accessories

Please check that you have the following parts:

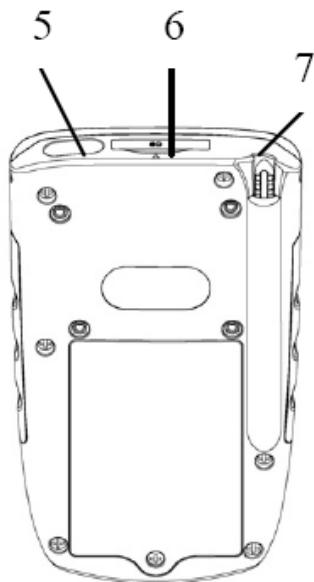
<b>Black case</b>	<b>Handheld PC/ PPC box:</b>
1. SparKey (IR) 2. CD with SW, drivers and manuals 3. 9 Volt battery 4. Back Up cable 5. SD card with UltiMax Service Unit SW	6. The UltiMax Service Unit & Stylus 7. Cable for connecting UltiMax Service Unit to PC 8. AC-adapter for charging the UltiMax Service Unit
<b>Optional:</b>	
9. IR Printer with paper installed 10. Extra roll of paper 11. AC-adapter for charging the printer	



## 1.2 Basic components – UltiMax Service Unit



1. **On/Off button**
2. **Power Indicator:**  
amber flash = charging  
amber solid = charged
3. **Reset button**
4. **Charging/Communications Port**



5. **Infrared Port:** Point towards IR-interface or printer when communicating with safe/printer.
6. **Memory card slot for Secure Digital (SD) card**
7. **Stylus/ pointer**

## 1.3 Charging the batteries

The PPC may have no power when you receive it. Before it can be used, the main battery must be charged.

To charge the printer, connect the supplied AC adapter to the printer's AC jack.

#### 1.4 The UltiMax



New handheld unit designed by Safeplace

Basic unit description and operation such as battery charging and setting up device touch screen are covered by separate user manual, provided with the UltiMax.

**NOTE!** Before taking the UltiMax Service Unit in to normal use, Battery must be charged for a minimum of five (5) hours. First time charging of the battery must be done by using the external power (not through USB From the computer).

## 1.5 Description of terms

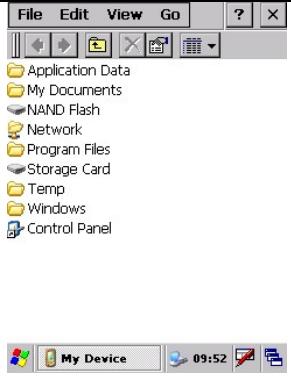
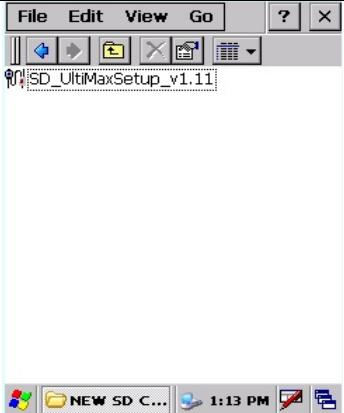
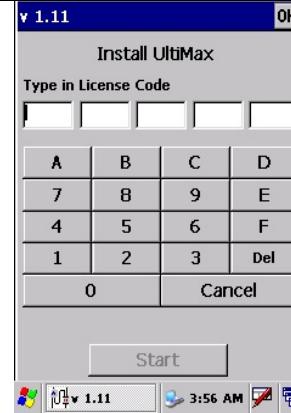
<b>User Code</b>	Also known as guest code. This is a 4 or 6-digit code chosen by the user in order to lock and unlock the safe.
<b>Service Device</b>	A Service Device is a tool that allows you to unlock a safe in case: <ul style="list-style-type: none"><li>• User has forgotten his/her code</li><li>• Guest has checked out without unlocking the safe</li><li>• Kids have been playing and accidentally locking the safe</li><li>• Batteries in safe are dead</li></ul> Depending on type of service device, you also have the possibility to: <ul style="list-style-type: none"><li>• View and Print Event log (Audit trail)</li><li>• Administrate users and passwords</li><li>• Program safe's memory</li></ul>
<b>Override Opening</b>	Using the UltiMax Service Unit to unlock a safe.
<b>Override Code</b>	This is a code that is programmed into the safe and Service Device's memory. An Override Opening will be possible only if the System No. in safe and UltiMax Service Unit is identical.  The System No. will be set in the UltiMax Service Unit when keying in the License Code.
<b>Code Reset</b>	In case the System No. in safe and UltiMax Service Unit are different, safe can be unlocked by doing a Code Reset process.  Due to security, it can only be done with authorized assistance from Safeplace Headquarters or one of its appointed business units / partners / Distributor.  After a successful code reset process, the safe's System No. <u>will automatically be changed to the code stored in the Service Device.</u>
<b>UltiMax</b>	Handheld PC with Window CE operating system
<b>UltiMax Service Unit</b>	The Handheld PC / PDA with the Safeplace Program installed.
<b>Memory Card</b>	Storage card (SD) can be used for backup of the

	settings and passwords.
<b>User</b>	The user name of an authorized hotel security person.
<b>Password</b>	The password corresponding to a User name.
<b>License Code</b>	<p>This is a code needed to complete the UltiMax Service Unit it SW installation. The License Code contains encrypted data like <u>System No.</u></p> <p>The License Code should be kept securely to avoid any misuse.</p> <p>The Hotel Manager or other person selected by Hotel Manager to be responsible for adding and organizing users in the UltiMax Service Unit.</p> <p>If the License Code is lost or possibly stolen, please contact your local Safeplace Distributor to achieve a new one.</p>
<b>System Number</b>	This is a Unique number for each Hotel. Through the System No. Safeplace can find all information about Service Devices. This number should be kept securely and be referred to on any additional orders.

## 2 Install UltiMax Service Unit SW from SD Card

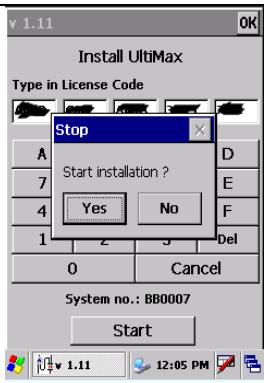
### 2.1 Service Terminal Installation

**NOTE!** In most cases, it should be possible to install the SW from SD card, if for some reason you can't do it please contact your Safeplace headquarters or Safeplace distributor partner for getting instruction of how to do an installation by using the PC.

	
<ol style="list-style-type: none"> <li>1. Switch UltiMax Service Unit on</li> <li>2. Insert SD Card in SD Slot</li> <li>3. Double tap on <b>My Device</b> icon on the screen\Storage Card</li> </ol>	<ol style="list-style-type: none"> <li>4. Double tap on <b>Storage Card</b></li> </ol>
	

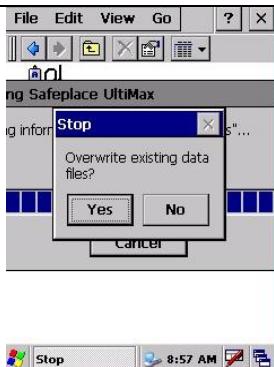
5. Double tap on the file **SD\_UltiMax 1.xx\_Setup**

6. Key in your License Code and tap **Start**



7. Tap **Yes**

8. This means an older UltiMax Service Unit version is present. It will be removed before the new one is installed.  
 9. Tap **OK** to proceed



10. Tap **No** to keep the existing (old) user database (password) in UltiMax Service Unit.  
 11. Tap **Yes** if you want to set up new users and configuration

12. The UltiMax Service Unit SW was successfully installed, tap **OK** to proceed.

### 3 Starting UltiMax Service Unit Program

The UltiMax Service Unit SW is automatically started by UltiMax Service Unit shortcut button.

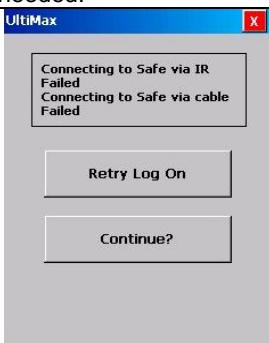
Double click UltiMax Service Unit icon on screen



If this is the first installation of any UltiMax Service Unit SW on the device or you selected to overwrite or not use old database, the screen to the left will be displayed. Type in a 4 digit password. The default password will be 9999 ,after you log in (offline or online via IR), you need to add the 2 passwords for Main User (its selected by the Hotel Manager or the selected responsible person of the hotel )  
 The password are:  
 1) The first password is used for log in to UltiMax SW  
 2) The second password is used for override procedure

Both passwords need to be reconfirmed.

Make sure you remember these Passwords and keep these passwords securely. The Main User Password needs to be kept securely and should only be used by the person responsible for administrating users. If this password is lost, the SW needs to be re-installed (see chapter 2), afterwards a new password will be needed.



When this menu appears, select **Retry Log On** or **Continue** (if you want to work offline)



Either option leads to this log in screen:  
 Log on with your own selected Main User password if this is the first time anyone use UltiMax Service Unit SW.  
**Or**

Log on with any password added in the previous installed UltiMax Service Unit

### **3.1 Password protection**

In addition to the Hotel Manager, each person (user) having access to use the UltiMax Service Unit should have individual password. This is in order to maintain the highest level of security and trace ability.

Refer to section 0 for more information about adding users.

### **3.2 Set up the UltiMax Service Unit and safes**

Before taking the UltiMax Service Unit and safes into normal use, it is important to set up the UltiMax Service Unit and safes properly. This is to make sure that the operations using the UltiMax Service Unit and safes will run smoothly.

All operations regarding the UltiMax Service Unit Set up and installing / initiation process can be found in chapter 7.

#### **NOTE!**

Backup made in older UltiMax Service Unit version must be restored if you want to keep old settings and users - see section 9.

Chapter 4.3 will give instructions on how to use the UltiMax Service Unit as Override Device on the safes on daily basis.

Before the safes and UltiMax Service Unit can be taken into use, some operations must be performed please see sections 7.

## 4 Connecting to safe

1. Start by touching a steel part of the door to discharge any static electricity.



2. Remove the Protection Cap on the service contact.



3. Connect the SparKey carefully to the safe.  
Make sure the logo is facing upwards.  
, **Ir** will be displayed on the safe.  
NOTE! If you touch any of the keys on the safe, and “Ser” or “....” is displayed, disconnect and reconnect SparKey
4. Start the UltiMax Service Unit program, point the IR port on the UltiMax Service Unit towards the IR interface and log on with your password. Max distance between UltiMax Service Unit and IR interface is approx. 40 cm.

**Important!** When you disconnect the SparKey, make sure the Protection Cap of the safe is refitted completely.

The UltiMax Service Unit is connected to the safe in Infrared (IR) interface.

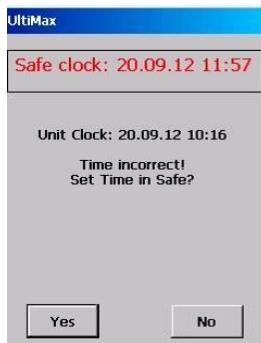
**Important!** Disconnect SparKey from the safe if not needed, as safe batteries might drain.

## 4.1 Log on UltiMax Software

 <p>The screen shows the UltiMax software interface. The title bar says 'UltiMax'. The main area displays 'Safeplace' with a numeric keypad. The keypad has columns labeled A, B, C, D and rows labeled 7, 8, 9, E, 4, 5, 6, F, 1, 2, 3, and a bottom row with 0, Del, and Ok buttons. Above the keypad, the text 'S/N: BB0007' and 'Password: ****' is displayed.</p>		 <p>The screen shows a message box with the text: 'Connecting to Safe via IR Failed' and 'Connecting to Safe via cable Failed'. Below the message box are two buttons: 'Retry Log On' and 'Continue?'</p>
<p><b>1.</b> Start UltiMax Service Unit program  <b>2.</b> Enter your Password and tap <b>OK</b></p>		<p>3. click <b>Connect to safe</b>, or select <b>Continue</b> to work offline</p>

## 4.2 Automatic Update of Safe Date and Time

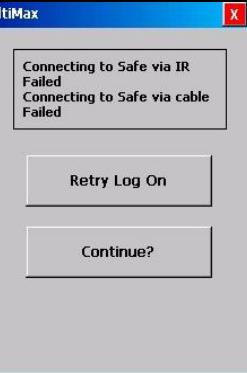
While connecting the UltiMax to the safe, automatic update of safe date is possible. If the date and time of the safe is different than the date and time of the SparKey, the following screen will appear, press "Yes" to update safe:



### 4.3 Override Opening

Override Opening of a safe is required if the guest has forgotten his/her code, safe is locked by accident, left locked from the previous guest or safe is out of power. To perform an Override Opening you need the UltiMax Service Unit, IR (SparKey) interface and your personal 4 digit password.

Connect to the safe as described in chapter 4. Start UltiMax Service Unit program. (Refer to section 4.1 for more information)

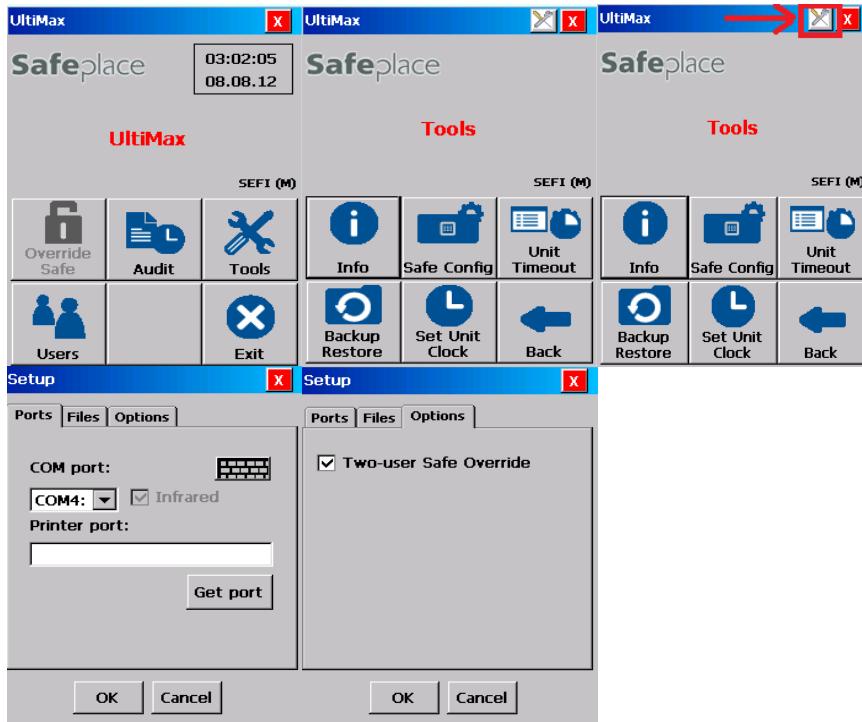
		
<ol style="list-style-type: none"> <li>1. Start UltiMax Service Unit program</li> <li>2. Enter your Password and tap <b>OK</b></li> </ol>		<ol style="list-style-type: none"> <li>3. If this screen appears, make sure that SparKey is inserted properly into service contact and click <b>Connect to safe</b>, or select <b>Continue</b> to work offline</li> </ol>
		
<ol style="list-style-type: none"> <li>4. Select <b>Override Safe</b> (If the override procedure fails to open the safe, refer to chapter 10.1 and 11 for more information)</li> <li>5. Tap <b>OK</b> when <b>Override</b> Opening is successful</li> <li>6. Tap <b>Exit</b> in the Main Menu to quit program</li> <li>7. Disconnect the SparKey and refit service contact cover</li> <li>8. Switch off the UltiMax Service Unit and store the unit and all accessories</li> </ol>		

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## 4.4 Override procedure with two users (Double Security feature)

Double security feature: It is possible, for security reasons, to condition safe override by 2 different users at the same time. That means that one user is logged on to UltiMax software with his password and a second user will have to enter his\her override code for opening the guest safe. Both names of the users will appear in UltiMax self audit log.

The hotel Main user and standard user will have the ability to check/uncheck this option in section Tools\Tool Icon\Option.



## 4.5 Display and Print Events & Configuration

It is possible to display, print and save reports of events stored in each safe's memory and of activities done by the UltiMax Service Unit. This is for tracking purposes.

### Operations stored in the safe memory will be:

- Lock events
- Open event
- Incorrect guest Codes
- User Errors
- Override operations
- Tampering attempts

### All UltiMax Service Unit activities will be stored in the UltiMax Service Unit with the following information:

- Log On
- Log Off Time
- User Name
- Operations performed during Log On

### Configuration:

All safes have a configuration (set-up), which can be controlled by the UltiMax Service Unit. Sometimes this configuration can be incorrectly set, causing the safe to malfunction.

The UltiMax Service Unit provides possibility to display, print and save safe configuration for troubleshooting.

## 4.6 Audit -Display Safe Event and Safe Configuration

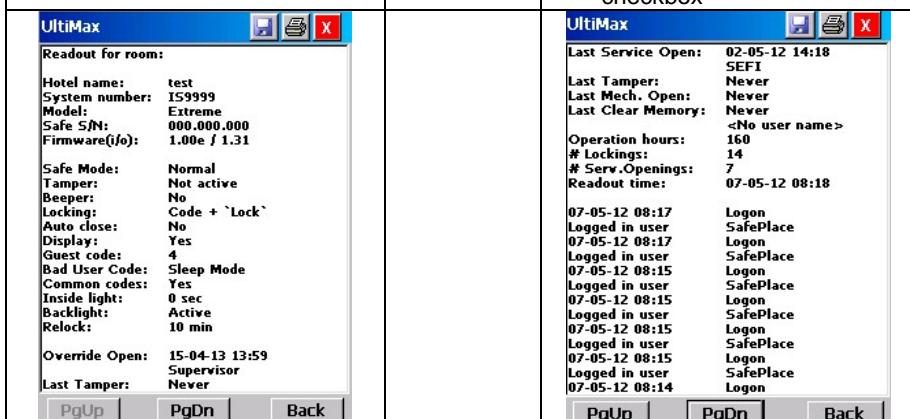
For events from the safe memory, you must connect to the safe as described

		
1. Enter your 4-digit password		2. Select <b>Audit</b> .



3. Select **Download**

4. Select no of events you want to download. The total # of Safe Events stored in the log is displayed. If Safe configuration download is needed, check the "Include Safe Configuration" checkbox



5. The event log is now displayed on the UltiMax Service Unit

6. Tap **PgDn** and **PgUp** to look at the events

7. For printing and saving events to file, see chapter 4.5

Tap **Back** to exit Event Log

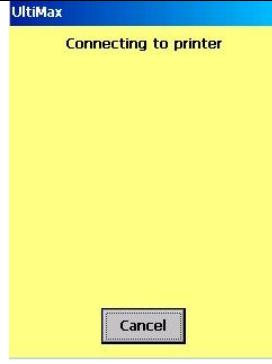
## 4.7 Self Audit -Display UltiMax Service Unit Event

Note! Only Hotel Manager should have an access to this feature

	
<p><b>1.</b> Enter your 4-digit password</p> 	<p><b>2.</b> Select <b>Audit</b>.</p> 
<p><b>3.</b> Select <b>Self Audit</b></p>	<p><b>4.</b> Select number of events you want to display. The total # of UltiMax Service Unit Events stored in the log is displayed above the buttons</p>

## 4.8 The UltiMax Service Unit Printing Process

Switch the printer on and make sure the low battery-warning lamp is not lit.

 <p>UltiMax</p> <p>Last Service Open: 02-05-12 14:18 SEFI</p> <p>Last Tamper: Never</p> <p>Last Mech. Open: Never</p> <p>Last Clear Memory: Never</p> <p>Operation hours: 160</p> <p># Lockings: 14</p> <p># Serv. Openings: 7</p> <p>Readout time: 07-05-12 08:18</p> <p>07-05-12 08:17 Logon Logged in user SafePlace 07-05-12 08:17 Logon Logged in user SafePlace 07-05-12 08:15 Logon Logged in user SafePlace 07-05-12 08:14 Logon Logged in user SafePlace</p> <p>PgUp PgDn Back</p>		 <p>UltiMax</p> <p>Connecting to printer</p> <p>Cancel</p>
<p><b>1.</b> Download the requested information as described in chapter 5 above.</p> <p><b>2.</b> Tap the “Printer” symbol on the Window bar</p>		<p><b>3.</b> Point the UltiMax Service Unit IR port towards the printer’s IR port. (Max Distance Printer - UltiMax Service Unit approx. 30 cm.)</p>
 <p>UltiMax</p> <p>OK</p> <p>Printing finished</p> <p>OK</p>		
<p><b>4.</b> Tap <b>OK</b> to go back to Main Menu</p>		

## Save Event Log, Detailed Safe Information and Safe Configuration to a file

		
<ol style="list-style-type: none"> <li>1. Download the requested information</li> <li>2. Tap the “Save” symbol on the Window bar</li> </ol>		<ol style="list-style-type: none"> <li>3. A filename will be suggested- one letter and date and time.</li> <li>4. The letters used as default are:           <ul style="list-style-type: none"> <li>e: Safe Events</li> <li>s: UltiMax Events</li> <li>c: Configuration</li> <li>i: Detailed safe information</li> </ul> </li> <li>5. If you want to save with a different name, tap the “Keyboard” Icon and use it to type in the requested name.</li> <li>6. Tap the keyboard Icon to remove keyboard and confirm filename by tapping <b>OK</b></li> </ol>

Files that are saved on UltiMax Service Unit will be located in the folder “NAND Flash\ UltiMax C\EventLog”. Files can be copied to SD card and opened from the SD card on a PC.

## 4.9 Interpreting Event/ Activity Log

This section contains a description of each Event / Activity logged by the safe / UltiMax Service Unit.

### Safe event log

Event	Description
Hotel Name	Name of hotel / customer. Must be stored in UltiMax Service Unit; refer to section 8.1 for more information.
System No.	Hotel identification
Room No.:	Room number programmed into the safe's memory.
Safe Model:	The safe's model name.
Serial No.:	Safe's serial number.
Last Override:	Time and date for the latest override procedure with user ID.
Last Tamper:	Time and date for the latest tamper switch activation.
Last Mech. Open:	Time and date for the latest mechanical opening.
Last Clear Memory:	Time and date for the latest clear memory.
Operation hours:	Number of hours the safe has been operational since it left the factory.
No. of Locking:	Total number of locking since Clear Memory.
No. of Override Openings:	Total number of Override openings since Clear Memory.
Readout time	Time for when the safe's event log was downloaded.
<b>All events below are stored with time and date.</b>	
Locked	Normal locking of the safe by code
Unlocked	Normal unlocking of the safe by code
Incorrect Guest Code	Incorrect code entered by the user, code is recorded and shown in log.
Five Incorrect Codes	The user entered five different incorrect codes and set the safe in sleep mode or service mode.
Override Opened	The safe was Override opened successfully.
Override Open Error	Override opening failed because the safe did not manage to move the locking bolt/latch to open position.
Code Reset	Safe was code reset successfully.
Override Code Changed	Override code was changed.
Incorrect Override Code	Someone tried to Override open the safe with an incorrect Override code.
Override Countdown	Someone entered five incorrect Override codes setting the safe in sleep mode or service mode (for 30 minutes). Override procedure is required.
Logon	Someone logged on with a service unit, user ID stored in safe memory.
Event	Description

Logoff	Someone logged off with a service unit. User ID will be the same as the previous log on.
Old Date/Time	Internal safe clock was changed; this was the old date and time.
New Date/Time	Internal safe clock was changed; this was the new date and time.
Time-out	The safe was not locked within 5 seconds after the code was entered or card/fingerprint swept.
Low Battery	Safe electronics sensed that the batteries were low.
Mechanically Opened	The locking latch was moved mechanically without the safe running the motor.
Tamper Activated	Tamper switch was activated.
Door Time-out	The locking bolt/latch hit the frame during locking. After 2-3 seconds it automatically retracted.
Configuration Changed	Safe configuration was changed.
Cold Start	The safe's microprocessor was restarted. Happens when safe loses power and gets it back again. <b>Does not delete anything from the safe memory.</b>
Auto Relock	Auto relock feature activated.
Auto Relock Error	Auto relock failed because of timeout for motor.
Clear Memory	Someone cleared the safe's memory, user ID shows in log.

### UltiMax Service Unit Activity log-Self Audit

Activity	Description
"User name" logged in	Someone logged in; the ID will show in the log.
"User name" logged out	Someone logged out; the ID will show in the log.
Override Open	A safe was Override and opened; the room number stored in that safe's memory will show.
Code Reset open	Safe was code reset; the room number stored in that safe's memory will show.
PPC clock changed	UltiMax Service Unit internal clock was changed.
Clear Memory	Safe memory was cleared.
Safe config. Changed	Safe configuration set-up in UltiMax Service Unit was changed.
Illegal password	Someone tried to log on with an incorrect password.
Timeout Illegal password	Someone entered five incorrect passwords and set the UltiMax Service Unit in to sleep mode.
Inst. Room	The Install room function was used on a safe; the room number stored in that safe's memory will show.
Inst. config. Changed	UltiMax Service Unit installation config was changed.
User Timeout change	
New User	
User rights / level	
User password change	Activities related to changes in the user database and settings done in the User Administration.

Deleted user name (users cannot be deleted)	
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## **How can these logs be used?**

Both these logs can provide evidence in case of:

- False allegations of theft from guests.
- Staff members misusing the service unit.

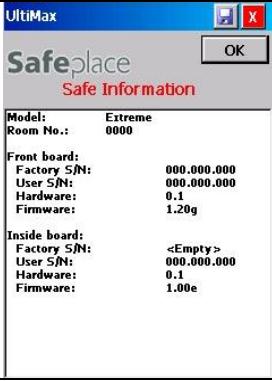
There are good examples of hotels/cruise ships disclaiming responsibility for lost guest property because they could prove their innocence based upon event logs from their safes. If you in addition have door locks with event log capabilities, you could use the two systems together and make the evidence even better.

The safe's event log will also show how much the safes are being used by the guests.

Keep in mind that this log depends on the room number in each safe; so make sure you program the safes correctly during installation.

## 5 Safe and UltiMax Service Unit information

This feature provides important safe and UltiMax Service Unit information. (Safe model, System No., Safe Battery voltage, UltiMax software version and Room number).

		
<p><b>1.</b> In the Main menu, select <i>Tools/Info</i>.</p>		<p><b>2.</b> Some details about UltiMax Service Unit and safe are displayed. For more information, tap requested button.</p>
		
<p><b>3.</b> Under <i>Detailed Safe Info</i> the items safe model, room number, serial number, HW and FW versions are listed.</p>		<p><b>4.</b> Under <i>Help</i>, you will find quick manual reference.</p>

## 6 Uploading New Firmware to Safe

All Safes have the possibility to upgrade FW on the electronic boards in the safe. This operation can be useful if new features are implemented in newer versions of firmware, or if, despite of extensive testing, any bug fix is needed.

If this is needed, please get in touch with your local Safeplace contact for further instructions.

## 7 System Setup and Maintenance

For security reasons, the UltiMax Service Unit must be adapted to each hotel. To maintain a high level of security, each person that is allowed to use the UltiMax Service Unit must have a unique password for using the UltiMax Service Unit when Override Opening or other services of the safe is required.

At least one person at the hotel must be in charge of the UltiMax Service Unit administration.

This person will be a user at Main User level and must handle:

- User administration (Section 7.4)
- Installation Config. (Section 8)
- Backup of the UltiMax Service Unit set-up, including user information. (Section 9)

The Hotel System No.is programmed to UltiMax Service Unit during UltiMax Service Unit SW Installation.

Always remember to:

- Store the UltiMax Service Unit and its accessories **securely**.
- Charge the UltiMax Service Unit and printer batteries regularly to ensure reliable operations

When you have finished an operation using the UltiMax Service Unit, you should always:

- Exit the UltiMax Service Unit Program and switch off UltiMax Service Unit.
- Switch off printer (if it has been used).
- Store the UltiMax Handle Unit kit in its provided case.

## 7.1 Adjusting UltiMax Service Unit time

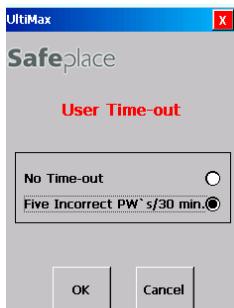
Safes with event log have an internal clock to provide date & time stamps for the event log. This clock is checked against the UltiMax Service Unit time during each logon; it is therefore of great importance that the UltiMax Service Unit time is set correctly.

Press the UltiMax Service Unit button to start UltiMax Service Unit program.

	
<p><b>1.</b> Enter your 4-digit password. This is default on first log in to UltiMax Service Unit SW</p>	<p><b>2.</b> Go to Tools/set unit clock <b>Change Time</b> buttons.</p>
	
<p><b>3.</b> Tap the incorrect value(s) and use +/- to change it. When the time and date is correct, tap Set to approve. Be aware of date format: dd:mm:yyyy Press back to return to the Main menu.</p>	<p><b>4.</b> In the Main Menu, tap <b>Exit</b> to quit program.</p> <p><b>Tip:</b> By checking the “Logout only” checkbox, the UltiMax Service Unit will go back to the logon window and prompt for your password. If you leave it unchecked, the program needs to be restarted the next time you use it.</p>

## 7.2 Set Lockout User

Failure to log in to the UltiMax for 5 consecutive times will lock the UltiMax for 30 min. This is a default settings that can be changed under "Tools/Unit Lockout":



## 7.3 User Levels

The user(s) with Hotel Manager status is responsible for administration of Users and Passwords.

It is very important to keep up a good system for User Administration, and keep the list of Users up to date.

The UltiMax Service Unit has 3 user levels for normal use, see table below for more information:

Operation	User levels		
	Main(Manager)	Standard	Installer
<b>Main Menu</b>			
Override Open	Yes	Yes	No
Info UltiMax Service Unit and Safe information	Yes	No	No
Events Print or display safe and UltiMax Service Unit event logs.	Yes	Yes	No
Install room Reprogram safe according to settings in Installation config	yes	Yes	Yes
<b>Tools</b>			
User admin	Yes		
System Setup			
Installation config (all options)			

## 7.4 User administration

The local Safeplace distributor will give the person assigned to be in charge of the UltiMax Service Unit his/her personal password. This person is responsible for User Administration and UltiMax Service Unit set-up.

Users can be deleted and/or user rights edited as a part of the User Administration.

### Add users

Press the UltiMax Service Unit button to start UltiMax Service Unit program.

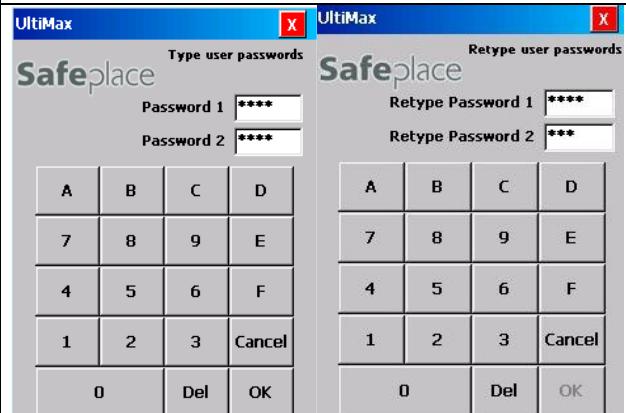
	
<b>1.</b> Enter your 4-digit password	<b>2.</b> Select <b>Users</b> .
	
<b>3.</b> Select <b>User Setup</b> .	



4. Tap **New** to Add User.



5. Select User level.



6. Enter User name and tap **OK**

7. Write down the password and store it securely.  
**Note! Passwords can only be displayed once.**  
 Tap **OK** to go back



Make a backup copy every time the User database is changed.

(Refer to chapter 9 for more information.)

8. Repeat steps 5-8 to add more users or **Back** to exit

## Edit users

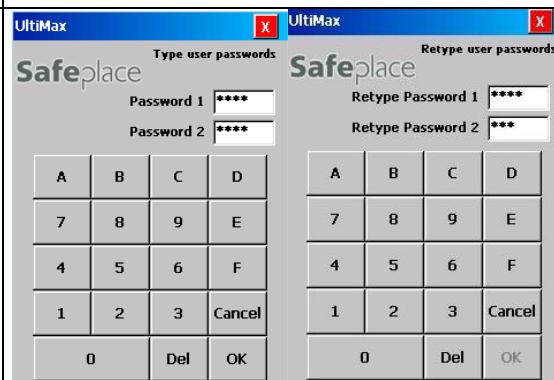
It is possible to change user level and password.



1. Select the user you want to edit. Press **Edit**.



2. Select new user level and press **OK**.



3. Tap **Yes** to change password.

4. Tap **OK** to accept new password, or **Cancel** to reject.



Tap **OK**  
Repeat steps 5-8 to add more users or **Back** to exit

Make a backup copy every time the User database is changed.  
(Refer to chapter 9 for more information.)

## Delete users

If a user is deleted, his/her password will no longer be valid.

		
<p><b>1.</b> Select the user you want to delete. Tap <b>Delete</b>.</p>		<p><b>2.</b> Confirm by tap <b>Yes</b>.</p> <p><b>3.</b> User will now be greyed out in the User Setup list</p>

**Make a backup copy every time the User database is changed.**

(Refer to chapter 9 for more information.)

## Undo delete users

Instead of being erased from the user list, a deleted user's password will not work and User Name will be written in grey. It is possible to activate a deleted user and make his/her password valid again.

		
<p><b>1.</b> Select the deleted user you want to activate. Tap <b>Edit</b>.</p>		<p><b>2.</b> Uncheck Delete User checkbox, and tap <b>OK</b>.</p>

**Make a backup copy every time the User database is changed.**

(Refer to chapter 9 for more information.)

## Print user list

To keep good record of the employees allowed to use the UltiMax Service Unit, there should be printed an updated list of users every time a user has been added, deleted or edited.

The list will consist of User Name and Level. Deleted users will be marked with an X.

Please refer to section 0 for more information regarding printer usage.

		
<b>1. Select <i>Users</i></b>		<b>2. Select <i>Print Users</i>.</b>

After the printing is finished, switch the printer off immediately.

## **7.5 Safe Configuration**

**Note!** Only Main user and Standard user can change the Safe Configuration set-up in the UltiMax Service Unit. This section is only to inform the end user about the possibilities.

Changing the safe configuration is done in two steps:

1. Change the configuration set-up in the UltiMax Service Unit  
can only be done by a main user, connection to safe not required.
2. Upload the new configuration to each safe  
can only be done by a main user or a standard user, requires connection to safe.

### **Description of Safe Configuration options**

Options under Safe Configuration are divided into Software and Hardware options. Software options can be changed in all safes, in UltiMax software under “tools/safe config” section, while hardware options requires extra hardware components in the safe.

Option	Description	Available on	Type
<b>Beeper</b>	Beeper on/off.	Extreme	SW
<b>Locking Method</b>	<b>Code + Lock</b> -The door can lock without shut door. -No Door switch needed		SW
<b>Display</b>	Display code on/off.	All Models	SW
<b>No. digits</b>	Choose between 4-/ 6-digit guest code	Extreme	SW
<b>Incorr. Guest Code</b>	If five different incorrect guest codes are entered, the safe can either go into a 30 min sleep mode, or delete the guest code and go into service mode.	All Models	SW
<b>Allow silly codes</b>	Silly guest codes allowed/ not allowed. Silly codes are guest codes with equal or rising numbers, for example 0000, 1234 etc.	All Models	SW
<b>Relock</b>	The guest code can be reset instantly, after 10 minutes or never when the safe is opened.	All Models	SW
<b>Inside light</b>	Inside light can be lit for 10 seconds to 120 sec when the safe is opened. It is also possible to turn light off. The safe <b>must</b> have light mounted. Note! Battery operated safes will only lit light for 10 sec. regardless setting time longer.	Extreme	HW

Option	Description	Available on	Type
Anti Tamper	<p>The safe will enter to service mode when back cover is removed. Only override procedure will reset the safe.</p> <p>This situation also requires entire check of the safe.</p> <p>Check the audit trail to get a clear picture of what is the reason for the service message - please contact your local Safeplace partner/distributor for more information.</p>	Extreme	HW
Hotel Name	You can store the Hotel's name in the UltiMax Service Unit. It will show on printout of event logs.	Stored in UltiMax Service Unit.	SW
System No.	A 6-digit code to identify the hotel. The number will be displayed in the safe's event log. as System no.	All models	SW
Safe Mode	<p>The safe can be in different Modes. Available modes are:</p> <p><b>Transportation mode</b>  - Factory settings only button clear is working and dot is shown on safe display</p> <p><b>Normal</b>  -Safe can be used by any guest. Standard setting</p> <p><b>Demo</b>  -The safe can be closed and opened only with 8's and are meant for demo purposes</p> <p><b>NOT TO BE USED ON SAFES INSTALLED IN HOTEL.</b></p> <p><b>Code Activator</b>  -Safe will be set to rental mode.</p>	All models	SW

**Note!** Be careful when changing HW options. Make sure the hardware is present and mounted correctly; otherwise the safe may malfunction.

In addition to the physical mounting of the safes, each safe must be programmed by the UltiMax Service Unit as well.

The programming consists of room number, safe configuration, and change Hotel Service Code.

For Override Opening each safe must have the **Hotel System No.** installed.

The **Hotel System No.** consists of four digits numeric or six digits alphanumeric,

Ranging from 0-9 and A-F

The code is used when a Override opening is required.

When the safes leave the factory, they have a preset Factory System No installed.

The safe installation is to be carried out in close cooperation with your local Safeplace distributor.

## 8 Installation Configuration

In addition to the physical mounting, each safe should be programmed using the UltiMax Service Unit.

When receiving the safes, safes are in “Transportation Mode”. Pressing any key except “Clear” will not activate anything in the display. Pressing “Clear” will display one dot “.” for 3 sec in the display.

If no dot “.” is displayed, the batteries are disconnected from the safes electronics. If so, remove the battery strip by pulling in arrows direction (coming out from battery compartment inside the door). When removed, pressing “Clear” will display one dot “.” for 3 sec in the display.

To activate the safe, the safe needs to be initialized. This can be done by use of UltiMax Service Unit or SparKey on each safe.

The safe installation / initialization is to be carried out in close cooperation with your local Safeplace distributor.

### Prepare UltiMax Service Unit for Installation / Initiation

As Hotel Manager you should select appropriate action for installation of each safe. To get the safe out of Transportation Mode, tick off for “Install Room no”

Option	Description
<b>Install Room No.</b>	Programs the room number to each safe during installation. Essential for activator systems, but is generally a nice feature as the number shows in event logs.
<b>Change Serial Number</b>	Changes serial number in safe's CPU. <b>Only to be used in case safe CPU has been replaced.</b> The serial number stored in CPU should match the number found on the serial number label.

**NOTE!**

If changes of the safe configuration are requested, please contact your local Safeplace representative for more details and assistance.

Press the UltiMax Service Unit button to start UltiMax Service Unit program.

		
<p><b>1.</b> Enter a valid 4-digit password and tap <b>OK</b>.</p>		<p><b>2.</b> Select <b>Audit</b>.</p>
		
<p><b>3.</b> Select <b>Installation Config</b>.</p>		<p><b>4.</b> Tick off desired item(s). (Change serial number is only to be used if CPU has been replaced.)</p> <p><b>5.</b> Tap <b>OK</b> to store and approve.</p>

**Make a backup copy every time the Installation configuration is changed.**

**(Refer to chapter 9 for more information.)**

To program every safe, follow the instructions described in chapter 8.1 on the following pages

## 8.1 Programming the safes

In addition to the physical mounting, each safe should be programmed using the UltiMax Service Unit.

The safe installation is to be carried out in close cooperation with your local Safeplace distributor.

### Setting the Installation configuration

Option	Description
Install Room No.	Programming of the room number into the safe during installation.
Change Serial Number	Changes serial number in safe's PCB. <b>Only to be used in case safe PCB has been replaced.</b> The serial number stored in CPU must match the number found on the serial number label.
Change from Factory Settings	Changes System No. in safe from Factory Code to the System No. stored in UltiMax Service Unit. This is to be done for safes delivered with Factory System No. and for safes where -PCB board has been changed.

The programming consists of room number and safe configuration

If there is a request for adapting old safes to the UltiMax Service Unit, it is needed to program these safes to match the System No. already programmed in the UltiMax Service Unit. For set up of the UltiMax Service Unit for this operation, you need to contact your local Safeplace distributor.

**Make a backup copy every time the Installation configuration is changed.**

**(Refer to chapter 9 for more information.)**

### The process of programming the safe

All users can program the safes.

Connect to the safe as described in chapter 4

Start UltiMax Service Unit SW and log on as described in chapter 4.1.



1. Enter 4-digit password.



2. Select *Install Room*.



3. Enter room number.
4. If serial number is 0, check safe's serial number label if accessible, and enter the serial number found here.
5. Tap **OK**.

Lock and open the safes with 8888(88) to test it, then inspect the fastening, appearance, etc. Go to the next safe and repeat this procedure. Installation is complete when this procedure has been done to all safes in the property.

**Tip!** During the installation a log showing the following information will be generated in separate columns:

- Hotel Name
- Hotel ID
- Serial number of safe
- Room number
- Time & date

6. Tap **OK** to return to the main menu.
7. Exit the program and disconnect the service IR interface

These columns will be comma-separated and the file can be opened in a text editor or imported into MS Excel (or other similar applications) for sorting and analysis.

The placement of this log file is defined under System set-up, refer to 10.1 for more information.

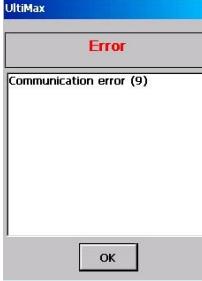
## 9 Backup

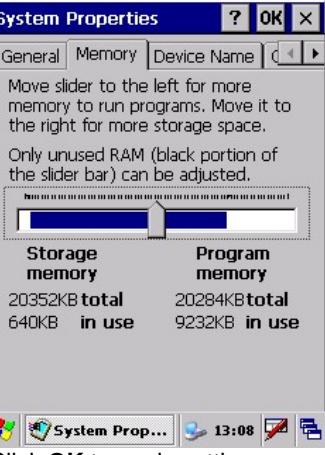
It is highly recommended to do regular Backup of users and settings. The backup data will be stored on the location you select, but we recommend storing the backup data on a Memory Card. This will allow you to retrieve the data in case UltiMax Service Unit is lost or damaged.

		
<ol style="list-style-type: none"> <li>1. Remove the protector from the card slot on top of the device and insert the Memory card.,.</li> <li>2. Note! Make sure the card is inserted correctly and avoid using excessive force as this can damage card and/or connectors.</li> </ol>		<ol style="list-style-type: none"> <li>3. Start UltiMax Handle Unit SW and log on with your password</li> </ol>
		

<p><b>4. Tap <i>Tools</i></b></p> 		<p><b>5. Tap <i>Backup Restore</i>.</b></p> 
<p><b>6. Tap to select location for Backup, preferably an external Storage Card.</b></p>		<p><b>8. Tap <i>Start</i> to complete the Backup.</b></p>
<p><b>7. Tap <i>Backup</i></b></p> 		<p>Make sure to store the Backup in a secure location If you need to reinstall the SW, all settings and user information can be restored from the Backup</p>
<p><b>9. Tap <i>OK</i> and Exit program.</b></p>		

## 10 Troubleshooting

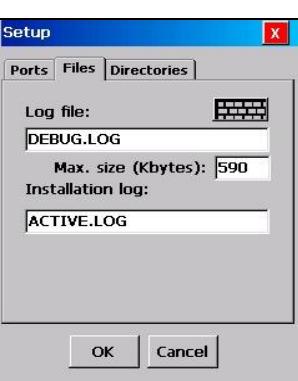
Symptom	Cause	Solution
	You tried to log on with an invalid password.	Try to log on again making sure the password is entered correctly. If password is forgotten, a user on Hotel Manager level must change it. Refer to section 7.5 for more information.
	The UltiMax Service Unit could not establish communication with the safe during logon.	If you are going to perform operations where communication with a safe is unnecessary, simply press <b>Continue</b> to proceed.  If communication with safe is required, try <b>Retry Log On</b>
	Communication to safe was disrupted when you were logged on. This happens if safe batteries are low or you disconnect IR interface.	Exit UltiMax Service Unit program and retry logon. If problem persist, exit program, disconnect IR interface, wait a moment, reconnect and retry logon.
<b>Logon menu with password prompt does not appear when you try to start the UltiMax Service Unit t program.</b>	UltiMax Service Unit program has not been installed, or was lost due to empty PPC batteries	Install UltiMax Service Unit program as described in section 2.
<b>Safe displays "Ser"</b>	The safe will enter to service mode when back cover is removed. This situation also	Use the Service Unit to Service Open the safe. Check the audit trail to get a clear picture of what is the reason for the service message- please contact your local Safeplace partner/distributor for

Symptom	Cause	Solution						
	requires entire check of the safe.	more information						
"Strange" dim signs in display	Weak batteries	Change batteries.						
	Memory settings of the UltiMax Service Unit does not meet requirements of UltiMax software.	<p>Go to Control Panel and choose <b>System -&gt; Memory</b>. Move slider to split memory between storage and program approx. equally.</p>  <p>Move slider to the left for more memory to run programs. Move it to the right for more storage space.</p> <p>Only unused RAM (black portion of the slider bar) can be adjusted.</p> <table border="1"> <tr> <td>Storage memory</td> <td>Program memory</td> </tr> <tr> <td>20352KB total</td> <td>20284KB total</td> </tr> <tr> <td>640KB in use</td> <td>9232KB in use</td> </tr> </table> <p>Click <b>OK</b> to apply settings change.</p>	Storage memory	Program memory	20352KB total	20284KB total	640KB in use	9232KB in use
Storage memory	Program memory							
20352KB total	20284KB total							
640KB in use	9232KB in use							

## 10.1 System Set-up

**Warning!** Settings in System Setup are not to be changed without consulting your local Safeplace Distributor. Incorrect settings might lead to UltiMax Service Unit malfunction.

You must be logged in with a Main User password to access System Setup.

 <p>The screenshot shows the main menu of the UltiMax System Setup. It features a header with 'UltiMax' and 'Safeplace' logos, a date and time display (21:08:26 06.05.12), and a central 'UltiMax' title. Below the title are four icons: 'Override Safe' (padlock), 'Audit' (document with 'L'), 'Tools' (wrench), and 'Users' (two people). At the bottom right is an 'Exit' button.</p>		 <p>The screenshot shows the 'Tools' submenu of the UltiMax System Setup. It includes icons for 'Info' (information), 'Safe Config' (key), 'Unit Timeout' (document with 'U'), 'Backup Restore' (refresh), 'Set Unit Clock' (clock), and a 'Back' button.</p>
<p><b>1.</b> Select System.</p>		<p><b>2.</b> Select System Setup.</p>
 <p>The screenshot shows the 'Ports' submenu of the UltiMax System Setup. It displays settings for 'COM port' (set to 'COM4') and 'Infrared' (checked), and a 'Printer port' field. A 'Get port' button is at the bottom right, and 'OK' and 'Cancel' buttons are at the bottom left.</p>		 <p>The screenshot shows the 'Files' submenu of the UltiMax System Setup. It displays settings for 'Log file' (set to 'DEBUG.LOG'), 'Max. size (Kbytes)' (set to '590'), and 'Installation log' (set to 'ACTIVE.LOG'). 'OK' and 'Cancel' buttons are at the bottom right.</p>
<p><b>3.</b> Under Ports there are settings for Safe and Printer communication. These settings will normally be adapted automatically and should not be changed without consulting your local Safeplace Distributor.</p> <p><b>5.</b> Settings under Directories and Logging should always be kept on the standard settings, so please do not change!</p>		<p><b>4.</b> Under Files there are settings for log file names and path. Please do not change without consulting your local Safeplace Distributor.</p>

## 11 Safe structure and components

All measurements will be provided by Safeplace service

### 11.1 Extreme

#### Extreme Measurements

EXTREME		Compact / EC	Laptop / EL	Deep / ED
Outside H / W / D Include Keyboard	mm	200 - 432.5 - 264.5	200 - 432.5 - 426	200 - 432.5 - 507
	inch	7 7/8 - 17 - 10 7/16	7 7/8 - 17 - 16 3/4	7 7/8 - 17 - 19 15/16
Inside H / W / D	mm	196 - 428 - 168	196 - 428 - 330	196 - 428 - 411
	inch	7 11/16 - 16 13/16 - 6 7/16	7 11/16 - 16 13/16 - 13	7 11/16 - 16 13/16 - 16 3/16
Door opening H / W	mm	148 - 320	148 - 320	148 - 320
	inch	5 13/16 - 12 5/8	5 13/16 - 12 5/8	5 13/16 - 12 5/8
Internal volume (approx)	liters	14.1	27.7	34.5
	cu.ft.	0.5	0.98	1.22
Weight	kg	11.6	15.1	17.4
	lb	23.8	33.3	38.4

### 11.2 Solid Wide & Solid

#### Solid Measurements

SOLID		Compact / SC	Laptop / SL	Wide / SW	Floor / SF
Outside H / W / D Include Keyboard	mm	194 - 357 - 275	194 - 357 - 437	194 - 462 - 422	536 - 355 - 461
	inch	7 5/8 - 14 - 10 11/16	7 5/8 - 14 - 17 1/2	7 5/8 - 18 3/16 - 16 1/2	21 1/8 - 14 - 18 3/16
Inside H / W / D	mm	188 - 351 - 192	188 - 351 - 354	188 - 457 - 337	500 - 348 - 370
	inch	7 3/8 - 13 13/16 - 7 9/16	7 3/8 - 13 13/16 - 14	7 3/8 - 18 - 13 1/4	19 5/8 - 13 11/16 - 14 9/16
Door opening H / W	mm	140 - 295	140 - 295	140 - 400	470 - 208
	inch	5 1/2 - 11 5/8	5 1/2 - 11 5/8	5 1/2 - 15 3/4	18 1/2 - 8 3/16
Internal volume (approx)	liters	13	24	31.5	65
	cu.ft.	0.46	0.84	1.11	2.3
Weight	kg	7.8	10.4	12	45
	lb	16.8	23	26.5	99

### 11.3 Tiara II

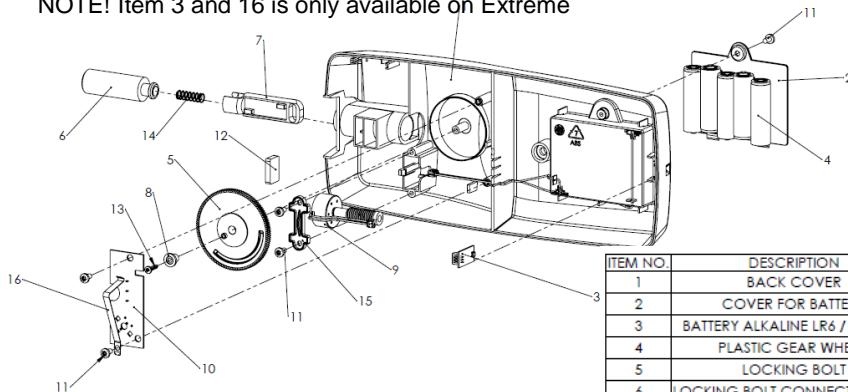
#### Tiara II Measurements

TIARA II		
Outside H / W / D Include Keyboard	mm	136 - 400 - 350
	inch	5 3/8 - 15 3/4 - 13 3/4
Inside H / W / D	mm	62 - 395 - 345
	inch	2 7/16 - 15 9/16 - 13 9/16
Door opening H / W	mm	260 - 390
	inch	10 1/4 - 15 6/16
Internal volume (approx)	liters	14
	cu.ft.	0.49
Weight	kg	12
	lb	26.5

## 11.4 Door Cover Components

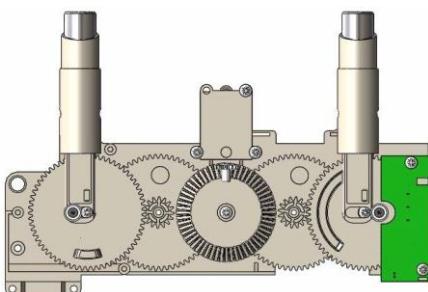
### Back cover Solid, Tiara and Extreme

NOTE! Item 3 and 16 is only available on Extreme



ITEM NO.	DESCRIPTION	QTY.
1	BACK COVER	1
2	COVER FOR BATTERY	1
3	BATTERY ALKALINE LR6 / AA 1.5V	5
4	PLASTIC GEAR WHEEL	1
5	LOCKING BOLT	1
6	LOCKING BOLT CONNECTION ARM	1
7	BUSHING FOR PLASTIC ARM	1
8	MOTOR COMPLETE	1
9	PCB INSIDE PH III	1
10	SCREW 3.5x9.5 DIN 7981 B ROHS	5
11	LOCKING BOLT PROTECTION	1
12	SCREW 2.9 x 12 BUTT	1
13	SPRING FOR LOCKINGBAR	1
14	FASTENING PLATE FOR MOTOR	1

### Solid Floor Locking Assembly



Po s.	Description
1	PCB inside PH III
2	Locking Unit for Floor Safe

## 11.5 Maintenance & Repair

Safeplace safes require only battery replacement and some cleaning every once in a while to maintain operation.

Do not use any liquids, which can contaminate electronics while cleaning. Dry soft-cloth and vacuum cleaner is recommended as cleaning equipment.

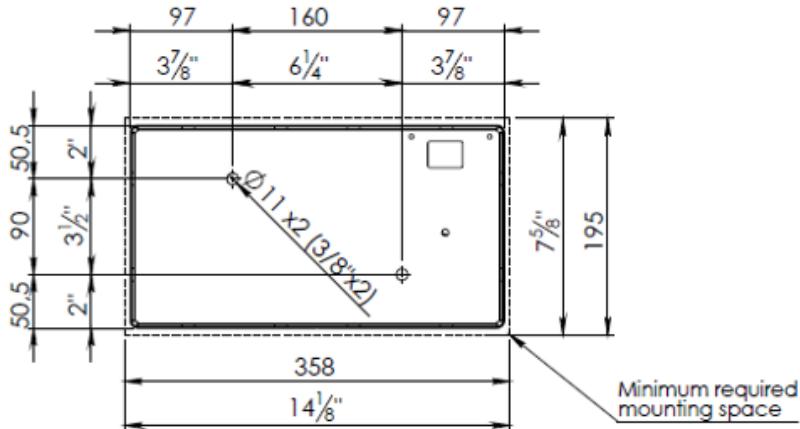
**Although these safes are designed to make maintenance and repair as easy as possible, the person performing the service needs some basic skills within mechanics and electronics.**

**Keep in mind that there is a risk of electric shock and/or damaging the safe components if the procedures for repair and replacement are not followed closely.**

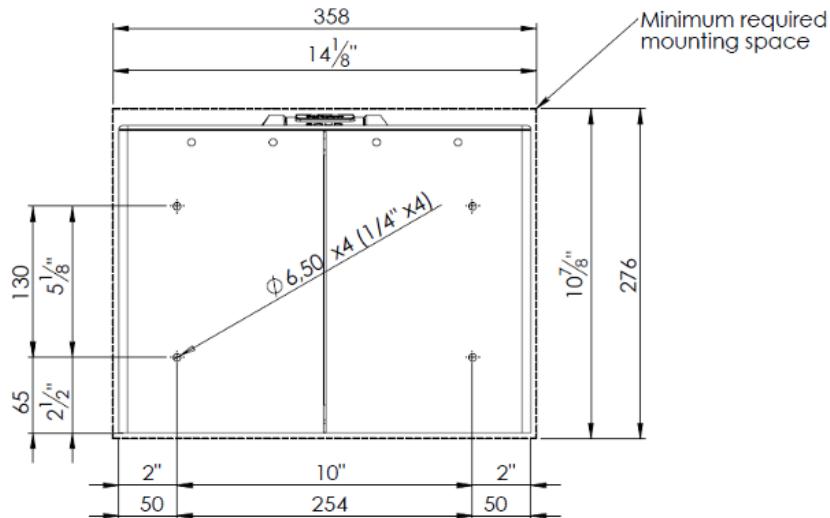
If the safe is still under warranty you should not attempt to do any repair yourself, as damages caused by improper service work will void warranty replacement.

## 12 Appendix A – Solid Mounting

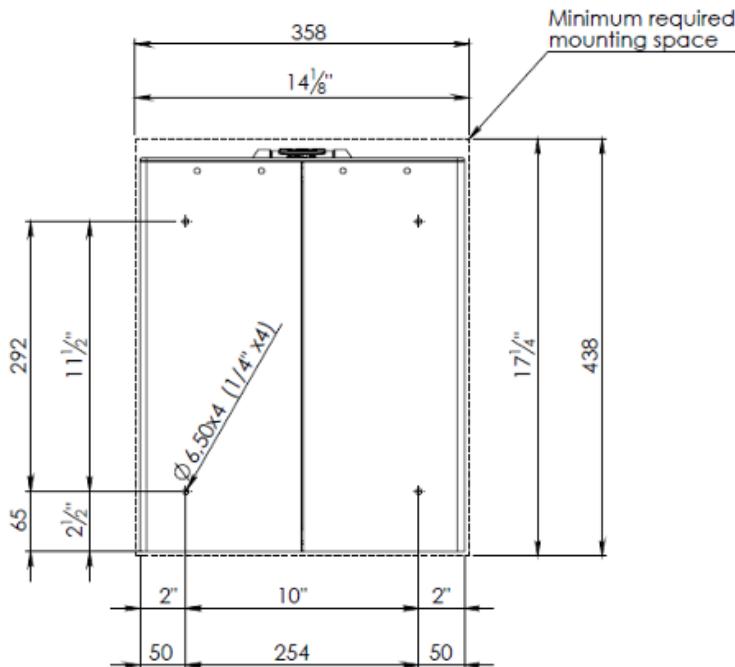
Wall Mounting Solid SC and Solid SL



Shelf Mounting Solid SC

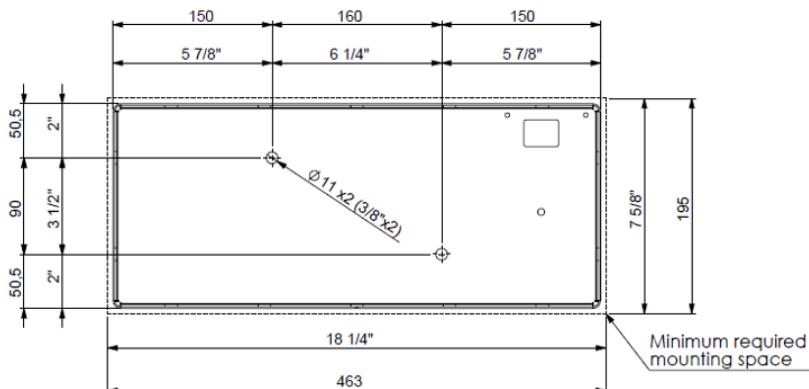


**Solid SL**

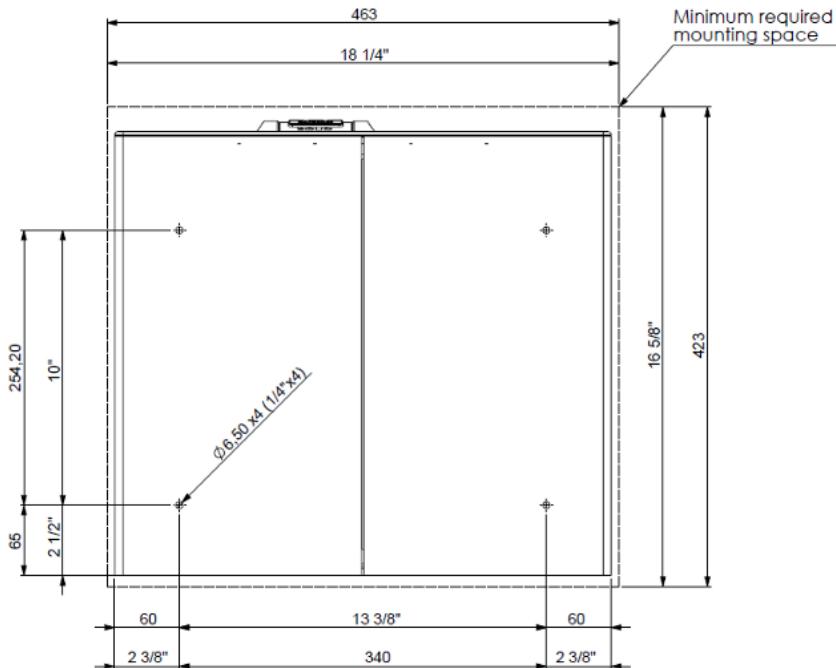


**13 Appendix B – Solid Wide Mounting**

**Wall Mounting**

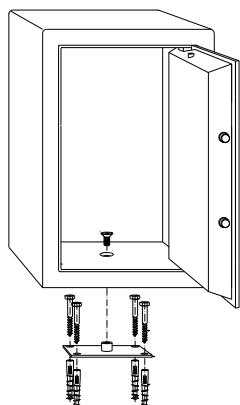


**Shelf Mounting**

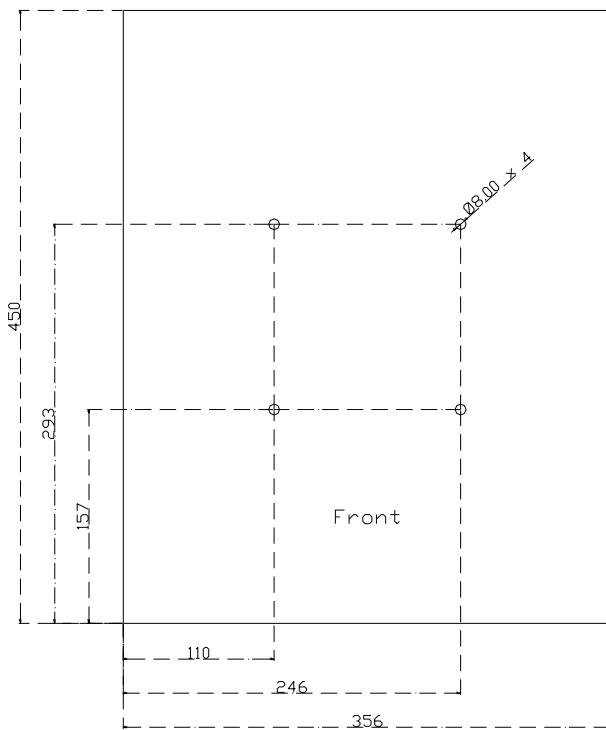


## 14 Appendix C – Solid Floor Mounting

The safe must be mounted on the floor.



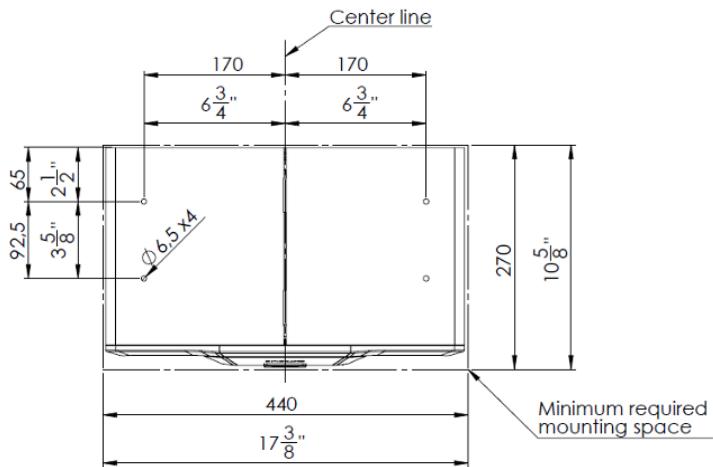
- Drill four 8mm holes in the floor. For measurements/template, see drawing below
- Unscrew the fastening plate from the safe (Allen screw M12).
- Fasten the fastening plate to the floor by using 4 Expansion bolts for concrete.
- Put the safe in position and fasten the safe to the fastening plate from the inside of the safe.



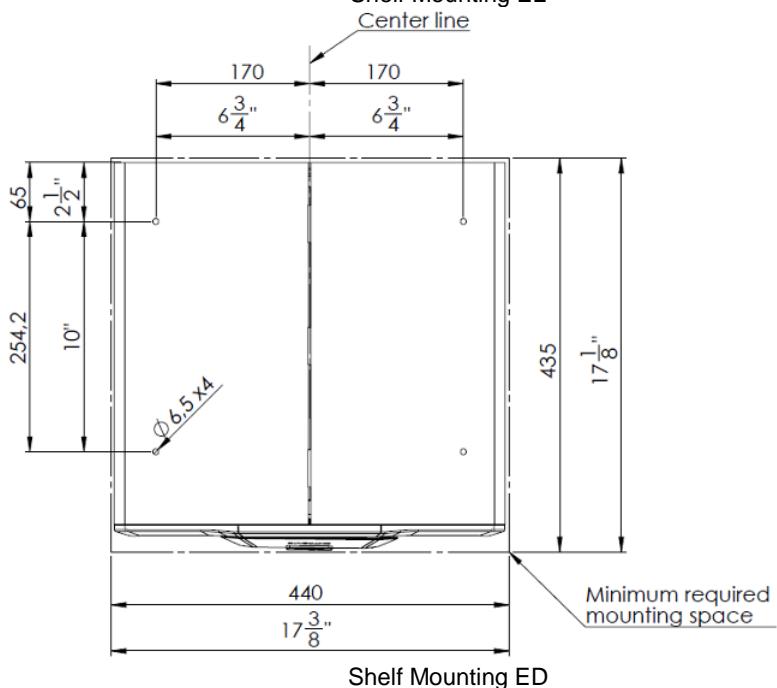
#### 14.1

### 15 Appendix D – Extreme Mounting

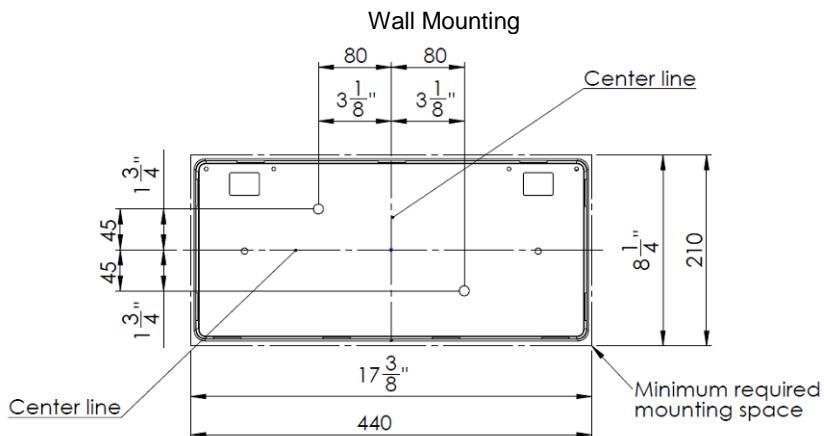
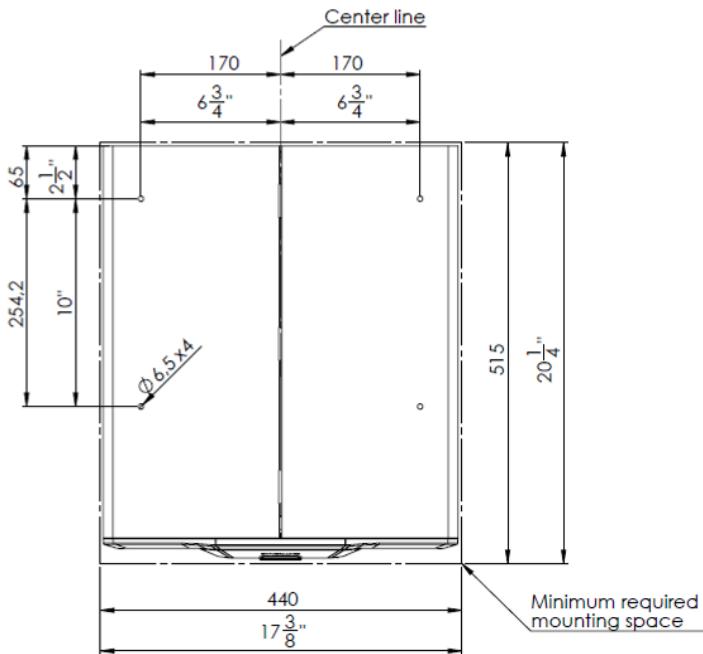
Shelf Mounting EC



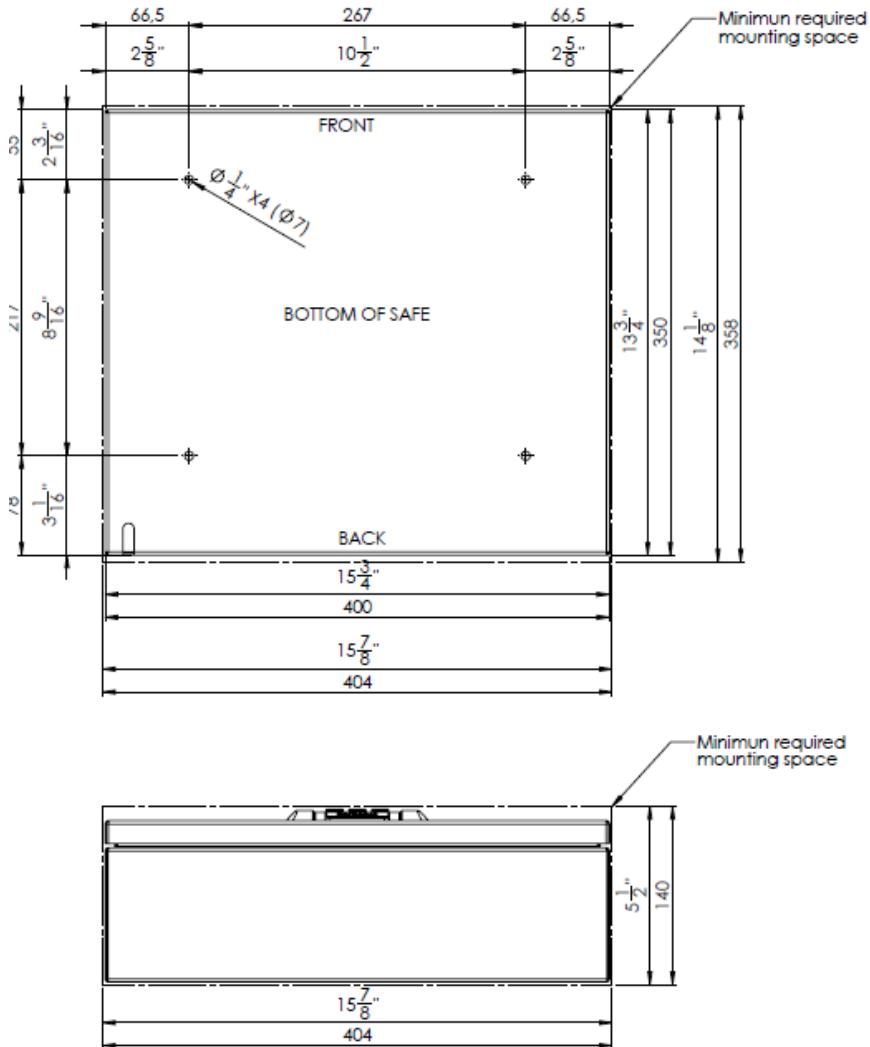
Shelf Mounting EL



Shelf Mounting ED



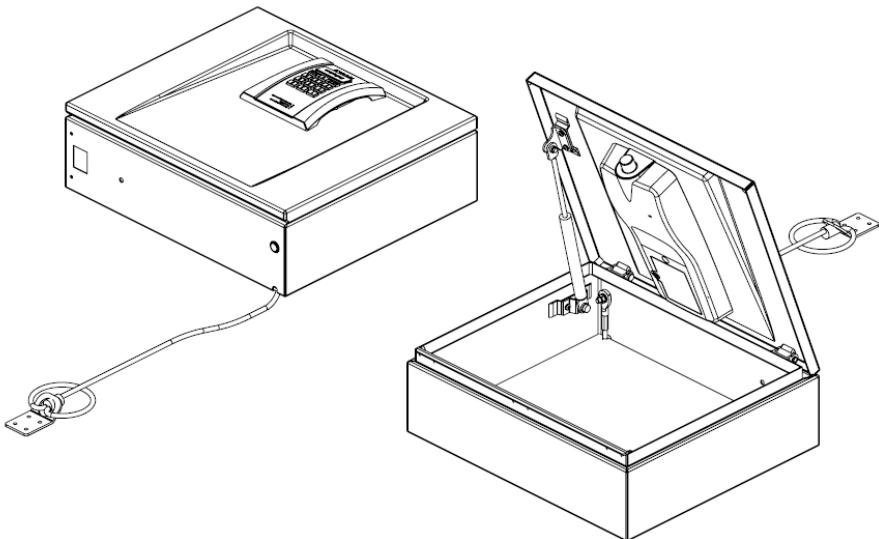
## 16 Appendix E – Tiara II Mounting



## How to secure safe if placed in a Drawer

NOTE! The wire-end on the outside the safe need to be fastened as it is impossible to loosen.

1. Fasten the wire to the furniture or wall; It is the "loop" end to be fastened on the outside
2. Slide the wire end with the metal eye through the hole in the back / bottom of the safe
3. Use the fastening bolt and nut to fasten it from the inside of the safe
4. Fasten the safe to the drawer by using 4 screws for the appropriate material of the drawer. Fasten the safe by using min. Ø 5 mm / 1/5 inch wood or sheet metal screws



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